

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS  
TELECOMMUNICATIONS ADVISORY GROUP

April 26, 2001  
MAG Office  
302 North First Avenue  
Phoenix, Arizona

MEMBERS ATTENDING

Jim Hull, Mesa, Chair	*Duncan Miller, Paradise Valley
*Betsy Wise, Carefree	✓ Ralph Spencer for Sandy Teetsel, Peoria
*Bob Leister, Chandler	Greg Binder, Phoenix
✓ Mike Ciccarone for Peter Putterman, Fountain Hills	Debbie Kohn, Scottsdale
*Shawn Woolley, Gilbert	**John Laue, Tempe
Jerry Wightman, Glendale	*Rosemarie Martinez-Booth for Ralph Velez, Tolleson
**John Imig, Goodyear	Craig Stender, ADOT
**Lynn Dunn, Litchfield Park	Randi Alcott, RPTA
**Cary Parker, Maricopa County	

\*Members neither present nor represented by proxy

OTHERS PRESENT

**Mark Johnson, Guadalupe	✓ Kent Bowers, Norstan
Janette Torres, Phoenix	✓ Robb Baillargeon, Norstan
Audrey Skidmore, MAG	Mark Goldstein, IRC
Heidi Pahl, MAG	Harry Wolfe, MAG
Tiffany Huisman, MAG	**Karen Brown, Qwest
Tim Greene, Avondale	Brad Tritle, GITA
✓ Jim Labita, Peoria	

\*\* Participated via telephone conference call.

✓ Participated via video conference call.

1. Call to Order

The meeting was called to order at 10:03 a.m. by Chairman, Jim Hull. The following members attended via telephone conference call: John Imig, John Laue, Cary Parker and Lynn Dunn. The following members attended via videoconference: Ralph Spencer and Mike Ciccarone.

2. Approval of March 22, 2001 Meeting Minutes

It was moved by Greg Binder, seconded by Debbie Kohn and unanimously recommended to approve the March 22, 2001 meeting minutes.

3. Phoenix I-17 Corridor Fiber Installation Project

Janette Torres, Technology Business Program Manager for the City of Phoenix, provided a presentation on the Phoenix I-17 corridor fiber installation project. Ms. Torres mentioned that the presentation in full, is available on the following site and will be up for some time: <http://www.phoenix.gov/phx.html> then go to Tech City and the presentation is available in HTML or Microsoft PowerPoint format.

Ms. Torres pointed out that Phoenix only had five telecommunication providers four years ago and now they have 26 telecommunication providers with several more waiting for licenses.

Janette Torres explained that diversity in telecommunications providers was needed along the I-17 corridor to lure business, including high-tech businesses, to the area and Phoenix felt they needed to help that process along and help providers justify the investment. Ms. Torres stated that Phoenix was committed to providing conduit at the lowest possible, competitive rate. Ms. Torres said that over 3,000 companies have been notified about the project, 58 Requests for Information have been processed, six letters of intent have been received to purchase eleven conduits, and soft commitments have been made for seven conduits.

Ms. Torres added that the City of Phoenix understands that infrastructure is only one component of an overall strategy and that they must continue to enhance Phoenix's position in the technology world to lure and retain new businesses. Ms. Torres provided a packet of information including marketing materials, fiber outlay map, and an employment center map. Ms. Torres pointed out that the major employment centers are along Central Avenue and into downtown and that they are working with Copper Square to get Phoenix recognized as a technology center.

Jim Hull inquired as to what size conduit would be laid for the project. Ms. Torres stated that 2 inch conduits would be used. Ms. Torres also stated that Phoenix is not interested in becoming a telecommunications provider, but they would build the trench and provide the conduit to other providers and that those providers would need to decide how the conduit would be maintained.

Randi Alcott stated that she was impressed with the marketing materials provided in the packet and that the joint marketing with Tempe was a great idea.

Debbie Kohn asked for clarification on the geographical parameters of the project. Ms. Torres stated the boundaries of the project extend from Van Buren Street north to Bell Road, between 35<sup>th</sup> Avenue to 16<sup>th</sup> Street. Jim Hull asked whether the conduit would be expanded if the boundaries were expanded. Ms. Torres stated that the project may be expanded if it proves successful.

Mark Goldstein discussed issues involving the points of presence, whether the telecommunications companies can specify additional manholes, and whether access to other fiber loops would be a consideration in the final build cycle.

Heidi Pahl asked Janette Torres whether Phoenix was working with the Arizona Department of Transportation (ADOT) on this project. Ms. Torres responded that Phoenix is working with ADOT and determining ways to connect to their Shared Resources project. Harry Wolfe added that the information shared in this discussion will be very useful for the MAG consultant working on the Regional Community Wide Area Network Study.

#### 4. MAG Regional Videoconference System (RVS) Update

Kent Bowers of Norstan provided a brief update on the status of equipment, installation, time frames, and other related issues. Kent Bowers stated that the videoconference equipment for the nine sites currently without equipment has been received, will be bench tested next week, and will be installed between May 7<sup>th</sup> and May 11<sup>th</sup>, 2001. Kent Bowers said that Norstan is waiting for software from VTEL for some of the added features, and that sites will be able to bridge audio and video once that software is installed. Mr. Bowers stated that individual training will be given when each system is completed and all upgrades and software are installed.

Debbie Kohn asked whether all of the existing systems needed software upgrades. Kent Bowers explained that Scottsdale only needed the basic upgrade to activate the phone add-in feature, but that all sites do need some level of software upgrade. Debbie Kohn asked what the time frame would be for the software upgrades. Kent Bowers stated that specific dates are not available and that Norstan has the basic upgrade software and is waiting to receive the enabling software.

Jim Hull asked whether the system would be complete by May 11<sup>th</sup> in terms of hardware. Kent Bowers stated that the May 11<sup>th</sup> date referred to installation of sites without the equipment. Mr. Bowers explained that the other sites will be completed, except Wickenburg, by May 25<sup>th</sup>. Kent Bowers added that the equipment for Wickenburg has been received and that the network with Sprint will be up in about sixty days.

Jim Hull asked if the issues involving the Saguaro Room at MAG had been resolved. Kent Bowers stated that the Saguaro room issues would be resolved and completed by May 25<sup>th</sup>. Kent Bowers added that a work schedule has been developed, the video is working, new microphones have been installed which has improved the audio quality; but that the mixer must be replaced to handle all of the microphones needed.

Heidi Pahl provided further information on the status and progress of the Regional Videoconference System Project implementation. Ms. Pahl stated that twenty-one end sites have videoconference equipment and have received an initial site visit from Norstan. She noted that the purpose of the initial site visit was to determine what software and hardware are missing, such as Smart trak software, SmartView software, phone add-on software, and remote diagnostics software. She stated that all sites with equipment would be visited again by Norstan technicians when Norstan receives the software and hardware needed to bring each system to fully functional and operational status.

Heidi Pahl explained that Norstan subcontracted some of the work to be done in the Saguaro Room to Audio Visual Resources (AVR), who will be working for eleven full days installing new meeting room equipment such as microphones and projectors as well as integrating the videoconferencing into the Saguaro meeting room.

Heidi Pahl explained that the end sites will receive videoconference end user training after their videoconference unit is complete and fully operational. She explained, that according to Mr. Bowers, two sites will receive training at a time and that VTEL is conducting the videoconference end user training remotely.

Heidi Pahl reminded the group that audio conference end user and train the trainer training has been scheduled for May 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> and that to date only five participants have registered for these courses. She explained that interested parties should contact her to sign up, and that they can attend by using the telephone at their desk.

Heidi Pahl stated that MAG is going to sign a contract with Sprint for a private T1 line from Phoenix to Wickenburg for the purpose of connecting Wickenburg to the RVS. She said that once the contract is signed it should take approximately sixty days to implement the T1.

Jim Hull expressed concern that we are two-thirds of the way through the project and the Saguaro room, being the MAG hub site videoconference room and therefore a priority for this project, is not finished. He noted that Norstan's update seemed to leave many loose ends and questioned whether the project would meet the May 25, 2001 completion date. Kent Bowers assured the group that it will be completed, but did say that Wickenburg would not be completed by May 25<sup>th</sup> due to the network issues. Jim Hull inquired as to what kind of resources Norstan would dedicate to completion of the project if it were to go after the set completion date. Kent Bowers stated that he would dedicate resources until the project is complete.

Debbie Kohn requested more specific information on the training and whether it was possible to have site coordinators drive to neighboring sites for videoconference training. Heidi Pahl stated that it is important to conduct the videoconference end user training via the videoconference equipment at the home site of those being trained so that each site is familiar with their equipment in their meeting room setting. Ms. Pahl explained that the sites being trained would connect through the bridge, a VTEL trainer would then lead site coordinators through the basics and explore the functionality of the machine for two hours. Robb Baillargeon added that to ensure the best training no more than two sites at a time would be trained and that similar systems would train together (i.e., those with a SmartBoard would train together). Heidi Pahl added that it was possible to conduct more than one training per day. Kent Bowers confirmed that two training sessions per day is possible.

Debbie Kohn inquired as to whether or not the project would run over budget since new components would need to be purchased. Kent Bowers explained that VTEL offered software upgrades at no charge and that Norstan is working with VTEL to see if they will provide the missing software that was never received with the systems. Audrey Skidmore stated that Rita Walton could provide an update on the status of the negotiations with the Surety Company at the next meeting.

Jim Hull stated that he recently attended an Intermodal Planning Group (IPG) certification meeting at MAG with MAG staff and members of the federal government for the purpose of re-certifying MAG as the Metropolitan Planning Organization. Jim Hull stated that there was a great deal of interest in the RVS from city managers, specifically Wickenburg and Queen Creek and that because interest was expressed at the highest level, MAGTAG and Norstan must ensure that the project is successful.

Harry Wolfe stated that the Building Codes Committee members are very interested in using videoconferencing and have recently begun using audio conferencing in their meetings.

Heidi Pahl added that she and Audrey Skidmore had recently attended MCS training at the VTEL training facility in Austin, Texas.

5. Marketing Working Group

Jim Hull stated that Debbie Kohn had agreed to chair the MAGTAG Marketing Working Group and added that she had helped with the development of the original marketing materials. Debbie Kohn told the group that letters had been created and targeted for certain audiences and were being reviewed along with the other promotional materials and would be distributed to MAGTAG members at the next meeting. Debbie Kohn stated that MAG staff would be scheduling time on the various MAG committees' agendas to demonstrate the videoconferencing system. She noted that the marketing group also discussed holding open houses in order to get member agency staff more familiar with the videoconference equipment. Ms. Kohn also stated that she would be working with Kelly Taft on a media event.

Debbie Kohn stated that the group was exploring the idea of hosting a forum about videoconferencing - marketing best practices, in July and would include approximately four MAG sites and other sites for panelists. Ms. Kohn stated that the event would be targeted toward site coordinators, MAGTAG members, and other interested member agency staff. Ms. Kohn said that the group was working on developing different ways to help site coordinators provide information about the RVS, generate interest and maximize use of the videoconferencing system. She added that individuals interested in helping with the forum should contact either herself or Heidi Pahl.

6. Possible Working Groups and Forums

Heidi Pahl stated that at the last meeting of the MAGTAG, members discussed the possibility of forming working groups to accomplish specific tasks and hold forums or presentations in areas of special interest to MAGTAG. She mentioned that the idea of holding an e-government workshop was suggested. Ms. Pahl opened the floor to MAGTAG members to contribute their ideas on possible working groups and forums of interest.

Debbie Kohn remarked that a forum on e-commerce best practices to show what is being done locally would be interesting. Jim Hull agreed that opportunities to learn what others are doing with e-government, how others are approaching it, and lessons learned may be of interest to member agencies. Mr. Hull continued by stating that other possible topics for a workshop include: fiber efforts in Phoenix, Mesa Smart Streets program, and the MAG Regional Community WAN.

Tim Greene noted that the City of Avondale is interested in e-government and they issued a Request for Proposals (RFP) that would enable the city to put information online.

Lynn Dunn mentioned that she attended a conference where one of the hot topics of discussion applicable to local governments was making government web sites Americans with Disabilities Act (ADA) accessible. Harry Wolfe asked for an example. Lynn Dunn replied, for example PDF files, explaining that there are two different types only one of which is ADA accessible and noted that complaints can be lodged against cities and towns if their web sites are not ADA compliant by June 21, 2001. She thought that this date would be enforced with the new Section 508 to the 1998 amendment amending the 1973 Rehabilitation Act. Harry Wolfe asked if it was targeted as just hearing impaired and visually impaired. Lynn Dunn responded no. Greg Binder mentioned that this subject is very broad and is of great concern to Phoenix. Lynn Dunn noted that Litchfield Park's web site is not ADA accessible and she is very concerned. Harry Wolfe mentioned that the MAG web contractor is very aware of ADA rules but that MAG has financial constraints in updating the web site. Jim Hull said that cities will probably not be fined for not having ADA accessible web sites as long as they can demonstrate that they are making an effort to meet the ADA standards. Jim Hull said that several web sites may share this concern and it would be a good topic to cover. He noted that MAGTAG would need to determine how to approach the topic for a forum or workshop.

Mr. Hull asked if any TAG members were interested in the idea of developing an IT strategic plan and architecture. Greg Binder asked if this topic should be included in the general plan update and suggested it may be mandatory in the future to integrate a city's IT plan into their general plan.

Greg Binder suggested a topic for a forum regarding privacy, security, and confidentiality which are important considerations in e-government. Jim Hull also suggested discussions on the open records law and its various interpretations.

Greg Binder suggested a forum on the wireless movement as many cities move from copper to the growing wireless community. Mark Goldstein mentioned that he would be happy to help with organizing a workshop or forum on wireless technologies and announced that the last Arizona Telecommunications & Information Council (ATIC) public meeting was centered around new wireless options for connectivity in Arizona. Mr. Goldstein mentioned that at the ATIC meeting, wireless issues such as aesthetic degradation and visual pollution were discussed. Debbie Kohn commented that a forum on wireless would be popular in areas without infrastructure, for example, rural areas.

Jim Hull mentioned that all of the local police departments access information from the Department of Public Safety (DPS) and National Crime Information Center (NCIC). He noted that there are specific security requirements related to that access and a possible forum topic would be identifying the different ways that jurisdictions have integrated the federal requirements along with their own requirements in providing a secure and controlled network. Mr. Hull mentioned that Federal Bureau of Investigation (FBI) and NCIC rules have changed and it might be nice for jurisdictions to have a dialogue in this topic area. Jerry Wightman stated that the City of Glendale is also dealing with this issue.

Mark Goldstein mentioned critical infrastructure protection as a possible forum topic.

Debbie Kohn suggested a discussion about the Computer Systems Policy Program (CSPP) being used to assess jurisdictions in terms of their level of telecommunications infrastructure. She mentioned that the TAG could discuss ways to help cities do the self assessment, give them a short presentation and possibly jumpstart the CSPP in the Phoenix metropolitan area.

Jim Hull mentioned that he is going to give a presentation on Mesa Smart Streets at the June MAGTAG meeting, as shown on the annual MAGTAG calendar of agenda items for 2001. He mentioned that his goal would be to bring in the staff and consultant at the City of Mesa most familiar with the Computer Systems Policy Program (CSPP) and ask them to lead a discussion on the topic. Greg Binder said that this may fit in with architecture issue.

Greg Binder suggested Geographic Information Systems (GIS) as a topic for a future forum, workshop or MAGTAG agenda item. Harry Wolfe mentioned that MAG has a contractor responsible for creating the GIS component of the MAG web site.

Jim Hull mentioned that the City of Mesa is implementing multiple councils to deal with technical issues. For example, a GIS Council, an IT Strategies Council, and an E-Streets Council to drive communication and discussion on these technical issues.

Harry Wolfe noted that the MAG Building Codes Committee is looking at permitting issues and this could be another idea for a forum or workshop.

#### 7. MAG Regional Community Wide Area Network (WAN) Study Update

Harry Wolfe provided an update on the scope of work for the MAG Regional Community Wide Area Network (RCWAN) Study. He said that the primary objective of this WAN is to support multi-modal transportation related activities which ultimately reduce vehicle miles traveled, relieve traffic congestion, and reduce air pollution. He noted that MAG has selected Kimley-Horn and Associates to provide services which will further define the needs of the WAN, identify WAN communication architecture options, and develop an implementation plan for the selected WAN communication architecture.

Mr. Wolfe explained that the objective is to bring individual jurisdictional efforts together to work on a collective regional WAN. He said that Kimley-Horn is going to be looking at other organizations such as utility companies and private sector partners. He noted that the private sector partners will be defined with input from MAG staff and MAG committee members. Mr. Wolfe mentioned that a RCWAN working group was formed to review the work of Kimley-Horn and to report to TAG and ITS committees.

Debbie Kohn suggested that Kimley-Horn attend MAGTAG meetings to learn what is going on in the various areas.

Harry Wolfe suggested that each member agency designate one individual to be responsible for responding to inquiries from Kimley-Horn. Greg Binder asked what type of contact and what level of knowledge is required. Mr. Wolfe stated that he would send out an email with details on the type of person required after he speaks with Kimley Horn.

Debbie Kohn asked if Kimley-Horn could give a detailed update on the project including tasks at the next meeting. Mr. Wolfe stated the major tasks in the scope of work. He noted that the timeline for this project is one year.

8. Regional Connections

Heidi Pahl stated that since the last meeting of the MAGTAG, Tolleson is now up and running with email, Internet and a basic web presence. Ms. Pahl noted that unfortunately, Northpoint Communications, the DSL provider for Global Crossings declared Chapter 11 bankruptcy in December 2000. MAG was not notified of this bankruptcy until late March 2001. She explained that last week the DSL service for El Mirage, Guadalupe and Youngtown went down due to this bankruptcy as there is no longer DSL service. She further explained that Global Crossings will provide 56 k dial-up service in the interim until they can get DSL service from their new DSL provider. She remarked that Global Crossings told MAG it would take a couple weeks if not longer before DSL service is restored. Ms. Pahl said that MAG is evaluating all of the options and has been in contact with the affected member agencies and to keep them informed of what is happening.

Audrey Skidmore added that MAG is also looking into other alternative DSL providers that were not an option when the project began. Ms. Skidmore stated that she will keep the group informed as more information becomes available.

9. Announcements and Public Input

Jim Hull introduced an issue for discussion only, and did not desire a vote at this time. Mr. Hull asked the group to consider whether or not they would like to create a Vice Chair position for the committee to serve as a backup in the Chair's absence, to provide an order of succession, and to give continuity in terms of turnover. Jim Hull also asked the group to think about criteria for selecting chairs and indicated that in the past, it had been a geographical consideration and a consideration of the size of member agency.

Mark Goldstein indicated that the Arizona Telecommunications Directory project is underway and that 250 unique telecommunications providers have been identified as being registered with the Corporation Commission. Mr. Goldstein stated that 310 interview packets had been mailed two weeks ago and that 60 University of Arizona students were in the process of conducting interviews to determine the various services offered and the geography served by each provider. He stated that the website for the project is located at: <http://www.arizonatele.com>.

10. Date of Next Meetings

The next MAGTAG meeting will be held on Thursday, May 24, 2001. The meeting was adjourned at 11:50 a.m.